NC Cardinal General Membership Meeting Minutes

Date: June 9, 2015
Time: 9:30 am – 3:30 pm
Chapel Hill Public Library
100 Library Dr.
Room B
Chapel Hill, NC 27514
Phone:(919) 968-2777

I.   *Welcome*

- Welcome by Tanya Prokrym, State Library
- Welcome by Cal Shepard, State Library
- Recognition of NC Cardinal Staff: April Durrence, Johnnie Pippin,
- Recognition of LD Staff: Kelly Brannock, Jeffrey Hamilton, Raye Oldham, Lori Special
- Recognition of Shae Tetterton, Equinox
- Agenda Review
- Packet Review

II.   *FY2014-2015 Highlights*

- Breakdown of how budget is spent: 28% salaries, 10% project management, 22% incoming libraries, 26% resource sharing, 14% subscriptions (Equinox, help desk, Cardinal domain, etc.)
- Consortium moved to Sequoia architecture in fall of 2014, so far pleased with the result, increased access points from 1 to 4 to provide greater consistency and reduce system failure
- Security patches - helped address slamming which has increased
- V2.6 and V2.7 upgrades - typical schedule is twice/year
- Performance patches - working heavily with Equinox to target performance issues, Martha Crawley sent a video (using jing) that showed Equinox exactly where a problem was occurring to pinpoint the exact problem and problem was addressed. Would like to use the jing program to pinpoint more performance spots within Evergreen that need improvement.
- Implemented daily purges to clean up database, improving performance
- Implemented purging of old report outputs
- Removal of empty bib records will happen this week
- Staff expansion - April Durrence and Johnnie Pippin (both from NC Cardinal libraries)
- Removal of Albemarle records
- Standardization - cataloging committee has been working on standardization prolicies
- Deduplication project - the diversity of cataloging strategies has hampered this project and hindered moving forward. For example, records were incorrectly merged; other records were not merged because of missing ISBNs. The Deduplication Committee is working on this.
- Empty bib removal – Will happen this week
- Offered several different types of training during FY2014-15:
    1. Reports Training (45 attendees) - this has been reorganized and broken up into different levels so it's easier for staff to tackle

2. Circulation Best Practices Training (54 attendees)
3. RDA training (77 attendees)- basic and serials
4. Cataloging forum (45 attendees)

- NC Cardinal Communication activities during FY2014-15:
    1. SEREC 2014 - hosted first regional conference
    2. Committee work - cataloging committee met ever 4-6 weeks
    3. Published manuals/best practices
    4. Cataloging Forum
    5. Conference Scholarships - supported 10 scholarships to International Evergreen Conference

- Libraries migrated during FY2014-15:
    1. Rockingham
    2. Harnett
    3. Northwestern Regional
    4. Brown
    5. Neuse Regional (September)

- NC Cardinal now includes 31 counties, 3 municipalities, 115 branches, 31% of the state

- Development and Bug Fixes during FY2014-15:
    1. Acquisitions enhancements
    2. V2.7 & 2.8 Upgrades
    3. Cataloging phase of new web-based browser version of Evergreen; Shae Tetterton mentioned that moving existing functions into web based client; no new things currently being developed); browser-based web client - this is currently in development, a preview of this will show in version 2.7.
    4. For example: when a server was slowed down because an unwieldy report was running, a bug fix was submitted to Equinox that will cause a time-out so it can't keep running and slow down the consortium May demo web client before lunch

- NC Cardinal by the Numbers
    1. 5.1 million active library items
    2. 1.7 million active bib records
    3. 97K average monthly transits
    4. 690,000K average monthly circulations
    5. 1.2 million active patrons
- Carol Wilson asked how large the NC Cardinal consortium is as compared to other consortia in the general "Evergreen" community. Tanya stated that it is a bit hard to compare because each one is run differently - some only transit books, some only transit within smaller groups not the entire state, others are centered on an urban area. NC Cardinal is the only group that tries to balance consortial demand against local needs/preferences. NC Cardinal is the "busiest" consortium and one of the largest. Shae Tetterton stated that, "NC Cardinal is sharing more than any other state".

III.   *FY2015-2016: Upcoming activities*

Note: Annual survey is currently out and some activities may be adjusted; membership is encouraged to contact NC Cardinal Staff with additional thoughts/suggestions.

- Evaluation of resource delivery system
- Expansion of communications - follow-up, remote web tools, check-ins
  Comment –Nicole de Bruijn suggested that some of the libraries that have been in the consortium for a while could set up regional groups; one doesn't have to depend on the State Library to do everything.
- Cataloging listserv has been very active lately and more Q&A is occurring
- Strategic Planning - a primary task for this coming year; Cal Shepard discussed the long term goals of NC Cardinal as a project:
  1. Long term sustainability is important in going forward now that all the known pieces are in place for the consortium.
  2. Philosophy of how the State Library uses our federal dollars was discussed; IMLS allotment is just over $4 million/year.
  3. The State Library is trying to leverage these funds against local funds; the Forsyth County project to the homeless is a shining example of funding a project that was moved to local funds.
  4. NC Cardinal funds also need to move in that direction.
  5. The long term vision for the project is that NC Cardinal won't be run by the State Library in the future; it will be run by the libraries.
  6. The State Library will continue to support Cardinal for as long as it needs it.
  7. The State Library will ask you to do some hard things - for example, resource sharing is growing in cost and more of that expense needs to be picked up by other funding sources.
  8. Federally funded projects need to have a beginning, a middle, and an end.
     Comment - the resource sharing is THE thing that the public has gone crazy over, it has turned everybody on to Evergreen. This one service has reached the public and resonated with them.
  9. This project is a step toward achieving a statewide library card.
     Comment - Our patrons are so savvy that the services offered through this consortium put us on par with other services they enjoy.
        Comment - NC Cardinal was born June 17, 2011.

- Customer Service Expansion for FY2015-16 is targeted:
  1. Adding team member - new help desk specialist, central focus, help ticket response, develop FAQ and documentation
  2. Virtual Visits - check in meeting with each library, especially AFTER a migration, this can also be a tool for addressing concerns of a specific library or group of libraries

- Training Expansion for FY2015-16 is targeted:
  1. Intermediate Reports Training - fall 2015
  2. Online training options - winter 2015-2016, this will be targeted to new staff or those unable to attend other sessions
  3. Assessment process for certification - focused on cataloging

- FY2015-16 Migrations: Incoming Libraries will have a longer testing period, this schedule allows 3/4 of the year to be focused on existing libraries, remaining 1/4 of the year will be

focused on migrations. NC Cardinal Staff would like to have some of the current libraries consider mentoring the new libraries as an additional support for their migration experience.

- Neuse Regional Library is joining NC Cardinal on September 24, 2015 (2014-2015 funds); Other Libraries: Henderson - January 2016; Alexander - Spring 2016; Iredell - Spring 2016; Johnston County & Smithfield - Spring 2016

- NC Cardinal will host the 2016 International Evergreen Conference in Raleigh, April 20-23, 2016. This is a great networking AND training opportunity. NC Cardinal Staff will be recruiting help for the conference.

IV.   *VOTE: Governance Board Elections*

Tanya reminded the member libraries that the Governance Board members serve a two year term with the option of one renewal. In the past, this Board reviews all the recommendations but they are not the policy setting board because they were selected and not elected. The new Board will be able to set policy, along with the State Library, because they will be elected. The Board meets several times/year, mostly in person, sometimes by phone, and discuss all the recommendations that are recommended by all other committees. There is some time commitment.

- Offer to add anyone to ballot, none.
- Offer to hear from anyone on ballot, none.

Outgoing Committee members were thanked for all their efforts and time.

VOTING RESULTS:
Vote was taken and the newly-elected Board Members are:
1. Ruth Ann Copley (Davidson)
2. Gigi Francis (Buncombe)
3. Jody Risacher (Cumberland)
4. Sharon Stack (Mauney)
5. Karen Wallace (Fontana)

V.   *Committee Updates and Recommendations*

a. *Resource Sharing Committee*

- During the next fiscal year, The Committee is going to evaluate new delivery services; NC Cardinal is currently using UPS but costs have grown exponentially and they are changing their business model; they will not be tracking as carefully, tracking will only start once the package reaches their hub
- Resource sharing statistics - each library was provided an individualized handout of total and average packages sent, total and average costs for 2013, 2014, and 2015.
- Transit items has doubled from 2013-2014; cost per package = $4.63 (includes SL discount)
- Net-Borrower (borrow more than they lend) = Forsyth/Franklin
- Net-Lender (lend more than they borrow) = Fontana/McDowell
- Most libraries are about the same in their lending/borrowing within 1,000 items.
- Current Resource Sharing Issues -
  1. Simplification and standardization of policies for patrons and staff
  2. Hold simplification
  3. Facilitates resource sharing when policies are more consistent across all libraries

b. *Resource Sharing Recommendations*
- Recommendations Item base: books, a/v (books, CDs, DVDs, audiobooks, Blu-rays, and related AV Members will agree to share all of the above AFTER the expiration of the 6 month age hold protection Item limit: number of items that can be placed on hold at one time *Members will honor at least 7 hold requests and 7 circulations per AV item type.
- *Changed "honor minimum number of" to "allow AT LEAST"
- Davidson County has been piloting this recommendation for 3 months. Their circulation and hold policies were changed per the recommendation guidelines above.
- Recommendation Pros
  1. Facilitates resource sharing
  2. OPAC consistency for patrons and staff
  3. Simplifies hold policy configurations

- Recommendation Cons
  1. Packaging concerns
  2. Staff time commitment
  3. Costs

Questions –
  1. What if collection isn't very large and they don't want library patrons to place a lot of holds; Answer, Ruth Ann Copley (Davidson) reported on their pilot project. Davidson was previously allowing 5 versus the 7 AV items recommended. They thought they were already loaning some of these item types but a Cardinal report showed they weren't, some of the staff were alarmed but all has been fine, resource sharing has doubled, takes a lot of time, shelves did not empty.
  2. Question on packaging of AV materials - committee was supposed to be looking at packaging. Johnnie stated that they looked at indestructible boxes that will be sent out - or bubble wrap will work.
  3. Question - what do we do with items/books that are falling apart? If an item is falling apart, please don't send it. That's a local policy whether or not you accept it and check it out to your patron. Forsyth Co created a location for this type of issue.
  4. Question - isn't it true that when an item gets checked out, it follows the library rules that is checking them out. This currently doesn't work in the system. For example, Cleveland Co has problem with renewals of DVDs that come from another library. That's an example of why the recommendations are being presented today. Standardization of circulation modifiers will also help with some of these issues.

At this point, tables were formed into discussion groups. Each table took 10 minutes to discuss the recommendations; each table assigned a scribe who presented any issues that need to be addressed before a vote can be taken.

Concerns –
- New library user that has a lower limit than the 7;
- Implementation period: A change in policy make necessitate a change/approval by local Boards. A Sept. 2015 was suggested. (Must pay attention to Friends groups who purchase DVDs for local use only.) Implementation period will be considered and evaluated.

- Concern for mixed media items such as story kits and wonder boxes which include AV materials.
- Damage to cases of DVDs,
- How the library will be affected in internal delivery when all items come to the main branch and they have to be distributed to others.

VOTING RESULTS:
- Results of Resource Sharing Vote
- A - unanimous yes
- B - unanimous yes

*Lunch

c. *Cataloging Committee*

Activities for the coming year for this committee include 1) Expansion of best practices manual 2) Working with the Deduplication Committee on the deduplication project - the first time everything was done all at once, this time the Deduplication Committee are restructuring how the process is managed by breaking it up into different sections, 4 separate profiles will run each time a new library comes in and one that applies to everyone. RDA enhancement and authority control will still be done but separately. 3) Creation of individual cataloging staff - will allow the customization that has been requested and will help identify records faster/more accurately

d. *Cataloging Recommendation*
The NC Cardinal Catalog is still experiencing several issues: quality control, duplicate records, searching issues, non-display of record types, and deduplication complications. The Cataloging Committee has been discussing modifiers for a long time and has made the following recommendations.

Recommendation
Standardize circulation modifiers for the consortium
Standardize shelving locations for the consortium, system, and branch

Purpose is to facilitate reports and to standardize reports; the vote is for the concept more than the exact list provided in the packet. Suggested change is because of duplicates in system, searching and performance.

Recommendations Affects:
- hold policies
- circulation policies
- reports
- cataloging

Questions –

1. Question - what will happen to the old fields if everyone starts using a smaller list of modifiers/locations? The old circulation mods and shelving locations will remain until everyone is converted to the new lists.

2. Question - some fields were determined based on items asked for in the State Library report, will new fields be added if the State Library adds a field? No, we would try to get the information another way first via a report or tag.

Pros
Performance - should drastically reduce the number of hold policies; standardization; minimizes deduplication issues; facilitates resource sharing; a shorter list will be much less stressful for new libraries coming in

Cons
Additional staff time commitment for the libraries to review data; there will be conference call support, mapping sheets reviews

Implementation Plan
This project would be treated like a library that is migrating; Shae Tetterton will manage this activity for Equinox, a dedicated NC Cardinal staff will be assigned as well. Shelving locations would be done all at once so that everyone would be helped everyone right away. It will greatly improve functionality. For Circulation Modifiers, there will be weekly conference calls, mapping sheets to review, and testing and reviewing the "converted" data by each library. Once the "new" shelving locations and circulation modifiers are reviewed and tested, then the new locations, modifiers, hold policies and circulation policies will be transferred to the NC Cardinal Production system. Four (4) pilot libraries would go first (Farmville, Cumberland, Davie, Appalachian) before all the libraries get migrated to the new structure. Copy templates will need to be handled directly by the library as well.

Comments –
- the con goes away after the process is completed.
- you can still get what you need in reports by shelving location
- circulation modifiers are only visible to staff, each library can control what it looks like to the patron with the shelving location.
- The vote is on the concept then the cataloging committee will make a recommendation to the governing board, who will vote on the decision.

Questions –
- with this same type of thing be done eventually with patron groups? Yes, that will be the next order of business.

Tables took 10 minutes to discuss the recommendations; each table is to assign a scribe who will present issues that need to be addressed before a vote can be taken.

Concerns before the Cataloging Vote -
- A, J, and YA may be able to go away by using shelving location instead
- Concerned about new, reference, and genealogy
- Are duration rules set by shelving location? Yes
- Complicated process, tremendously big project that will likely be bigger than we imagine
- Shorter list of circulation modifiers is better,
- Want to be sure there is good reports training / webinar for using the new list before /after the change

- Make sure reports that have already been created will still work after the change Can some canned reports be made that anyone can use.

VOTING RESULTS:
- Results of Circulation Modifier/Shelving Location Vote
- unanimous yes

VI.   Cataloging Certification Proposal

A Cataloging Certification is recommended to improve the overall quality of the catalog. Strategies discovered by talking to other states include: centralize cataloging; certification program; and a quality control person. The Cataloging Committee selected a certification program which would not centralize cataloging nor put undue burden on one person for quality control

PROPOSAL:
- 1 day training that will focus on NC Cardinal policies, procedures, and best practices; and provide an assessment (online, self-paced) that will identify areas that need additional support
-
- Existing Catalogers can
- Place out using the assessment, take the training, and/or be or use a mentor for further development Request that at least 1 person from each NC Cardinal library will do the assessment

Pros
- standardization
- minimize duplicate records
- patron searching improvements and reducing frustration of patrons
- facilitate resource sharing
- reduce frustration of catalog records that need work
- improve confidence of catalogers; no more guessing by those trying to do this work

Cons
- additional staff time commitment (Comment made that this point would be temporary and disappear after the migration to the new circulation modifiers and shelving locations are complete.)

Questions –
- is there any thought to policing the results of how the cataloging works after this is implemented? State Library isn't going to police it. This process will, however, lead to separate logins for catalogers and those who need additional support will be identified.
- will it be continuous so that new hires can be added in? Yes.
- how will weak areas be addressed? Once identified the person will be paired with someone who performs well in that area on a regular basis.
- will the copy templates already created transfer? Templates are attached to the work station so they will have to be modified.

- what would happen if a library didn't have someone who could reach the desired assessment results? They would be provided with the support to improve. Part of the function of this is to have a cataloging point person in each library.

Comments -
- best practices of catalogers should share with others, including self trained catalogers; A logical model for this suggestion would be to have the cataloging committee serve in that capacity Question - who will be able to see the results of the assessment? The cataloging committee and a possible mentor. Many want the director to know as well.
- some people use admin accounts for cataloging, consider how this impacts the permissions desired by this certification recommendation
- request that the word "will" be changed to" should" in the second point of the certification description. Instead of "Each library system will have at least ONE certified cataloger" it would read "Each library system should have at least ONE certified cataloger."
- request that the phrase original cataloging be added to the 2nd point of the certification description. Instead of "Each library system will have at least ONE certified cataloger" it would read "Each library system should have at least ONE certified cataloger for doing original cataloging".

There was discussion as to whether the last two requests should be seconded and/or whether the recommendation should be modified with these requests. It was determined that the Certification Recommendation would not be amended but first voted upon, then if failing to pass, a new Certification Recommendation would be created with new wording.

VOTING RESULTS:
Results of Certification Vote
- 24 – yes
- No - 1

Meeting was adjourned at 3:20.

Supporting documents

RECOMMENDATIONS

Resource Sharing

A. Consortium members agree to share all circulating books, music CDs, audiobooks, dvds, blu-rays and related audiovisual materials after expiration of the 6-month age hold protection.

B. Members agree to honor AT LEAST seven (7) hold requests and seven (7) circulations per audiovisual item type.

Cataloging

The following consortium-wide list of circulation modifiers (mandatory and non-customizable) will be implemented. Hold and circulation policies will be modified to reflect the new list of circulation modifiers. Policies will be consolidated. Shelving Locations will provide granularity.

Recommended Circulation Modifiers
A-FICTION
A-MUSIC
A-NONFIC
ART PRINT
A-SPOKEN
A-VIDEO
EBOOK
EQUIPMENT
GAMES
J-FICTION
J-MUSIC
J-NONFIC
J-SPOKEN
J-VIDEO
KIT
ILL
MAGAZINE
MAP
MICROFORM
MISC
NEWSPAPER
PLAYAWAY
RENTAL
TECHNOLOGY
VERTICAL FILE
YA-FICTION
YA-NONFIC
YA-SPOKEN
YA-VIDEO

Recommended changes to shelving locations

Shelving locations will be standardized across the consortium. Shelving locations will be created at the CONSORTIUM, SYSTEM and BRANCH levels. Library systems will be able to create customized shelving locations according to the following guidelines:

1. All shelving locations will be created using sentence structure (First letter capitalized and rest of description is non-capitalized.) For example "History room".
2. All new shelving locations will be matched against the list of existing shelving locations to minimize duplicate names.
3. Shelving locations will:
a. Not include "s" at the end. For example "Adult fiction books".
b. Not include words like "shelves, paperbacks, ask at, book, non-circulation, meeting room, room, "general collection", audiobook, Display, "series", "office" "area" ; "desk
c. Not include spaces between combination words; For example ""board book"
d. Not include words that refer to the status of an item; For example ","-- In Process", "Interlibrary loan changed to ILL", "In Reference" and "Non-circulating, "On order"
e. Not include hyphens, dashes, slashes or punctuation such as ()
f. Not include spaces at the beginning or end of the shelving location

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Certification Program
In order to support cataloging within NC Cardinal at the system and/or branch level, NC Cardinal provides a Certification program. This Certification program provides targeted training for

catalogers and exposes them to NC Cardinal consortium-wide cataloging best practices, policies, and procedures.

<u>Program Highlights</u>
- Incoming catalogers are expected to be knowledgeable about NC Cardinal cataloging practices before cataloging in NC Cardinal. The one-day certification training provides this knowledge.
- Each library system will have at least ONE certified cataloger
- A certification learning assessment on NC Cardinal best practices and policies will be administered at the end of the one-day course. This assessment is online and self-paced.
- Existing catalogers can "place out" of attending certification training via successfully completing the certification assessment. The assessment should be taken within 3 months of program implementation.
- Assessment results will be reviewed by the Cataloging Committee. Areas of improvement will be targeted for additional training and/or the assignment of a mentor for 6 months to the cataloging candidate. Cataloging work will be periodically monitored during the 6-month period.

Training Description

I. Procedures
- Searching the catalog
- View bibliographic record
- Attach holdings to existing bib records
- Import new records via Z39.50
- Add new fields to bibliographic records
- Copy and Record Buckets

II. Policies and Best Practices
**What makes a good record within NC Cardinal?
- Edit copy level data (item attributes)Merge bibliographic records
- Update bibliographic records
- Delete existing bibliographic records
- Global changes to item records
- Edit, create, delete volume records
- RDA integration and identification of tags
- Create original bibliographic records
- Import records via batch loading (if applicable)
- Delete fields in existing bibliographic records prior to or after import (if applicable)
- Overlay existing records (if applicable)
- Create stub records for on-order records and temporary records (if applicable)